## CLAIMS

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A method for maintaining software products implemented in a plurality of files in client computer systems (12) located decentralized relative to at least one central software maintenance institution (10,24) via a network with which they are connectable with, the method comprising the steps of

providing product information in the network system for making it available for said plurality of client systems,

the method being characterized by the step of:

performing a software maintenance action from the client site by downloading the data required for said maintenance from a sequence of repositories, said sequence of repositories comprising at least one repository more dedicated for at least one particular client system (12) and at least one repository less dedicated for said client system (12).

2. The method according to claim 1 in which downloading is decoupled from activating a downloaded program by downloading files in an inactive format which comprises all information required for a later activation of said program.

- 3. The method according to claim 1 in which a fall back to an older program version can be achieved by inactivating the newer version and activating (240) the older version.
- 4. The method according to claim 1 in which said step of
  performing said maintenance action serves for an upgrade of
  a program on at least one target system and said step
  comprising the steps of
- generating (130, 150, 170) an input list of files

  downloadable from said at least two repositories (20, 22,

  24),
- generating a list of files present on said target client system (12),
- 11 comparing (210) said lists, and
- downloading (220) only files which are not yet present in the target client system.
- 5. The method according to the preceding claim in which a total input list is generated by subsequently accessing the repositories and by merging said input lists with a priority of more local files.

- 1 6. The method according to the preceding claim further
  2 comprising the step ofintegrating files into the target
  3 system which have been identified by a look-aside procedure
  4 as residing in a neighbor system easier to be accessed by
  5 the target system than one of said repositories (20, 22,
  6 24).
- 1 7. A system in which the method according to any of claims 1 2 is to 6 can be performed.

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- 8. The system according to the preceding claim in which a file system hierarchy is provided in a plurality of hierarchically arranged repositories (20, 22, 24).
  - 9. The system according to the preceding claim in which said at least one repository (20, 22) is an overlay repository in which basically delta information is provided.
- 1 10. The system according to the preceding claim in which
  2 country-level (22) and system-level (20) repositories are
  3 provided.
- 1 11. The system according to the preceding claim in which 2 shadow repositories are provided.

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12.	Computer program comprising code portions adapted for
	performing the steps according to the method according to
	one of the preceding claims 1 to 6 when said program is
	loaded into a computer device.

13. Computer program product stored on a computer usable medium comprising computer readable program means for causing a computer to perform the method of any one of the claims 1 to 6.